

## USPS Report on PRC Rate and Service Inquiries for November 2011

The Postal Regulatory Commission referred 52 inquiries to the Postal Service in November. Customers received responses on average within 15 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (41) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (7) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (4) – i.e., general information, obtaining refunds or exchanging postage, and suggestions.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

### What is Click-N-Ship?

Click-N-Ship® brings the Post Office™ to your computer desktop at home or at the office with no additional fees. To start printing professional shipping labels - with postage - simply log on at [Click-N-Ship](#) or <https://sss-web.usps.com/cns/landing.do>.

With Click-N-Ship service, you can:

- Purchase PC Postage labels on usps.com
- Pay for postage with any major credit card
- Calculate and compare postage
- Standardize information
- Find a ZIP Code™
- Purchase insurance up to \$5000

It is easy to get started. All you need is an Internet connection, your home or office computer, and a laser or quality inkjet printer using black ink. Go to the [Click-N-Ship website](#) and click on the Sign Up link under the Register Now information on the right-hand side of the page. Labels can be printed on 8 1/2" x 11" white paper and glued or taped securely to the package. The Priority Mail® and Express Mail® online labels should print to be approximately 4" x 6. Self-adhesive labels may be purchased online. You can also use your home or office scale, or buy one online at [The Postal Store](#).

Click-N-Ship can only be used to print shipping labels **with** postage. To print shipping labels **without** postage, use the USPS® Shipping Assistant application. For more information on the [USPS® Shipping Assistant](#) application, visit <https://www.usps.com/business/shipping-assistant.htm>.

Click-N-Ship is currently **not available** for use with:

- First Class Mail®
- First Class Package Services®
- First Class Mail International®
- Critical Mail
- Package Services (Media Mail, Parcel Post, etc.)

To create ship labels for these mail classes, customers should consider using [PC Postage](#). For a complete mailing and shipping solution online with one of our approved online postage vendors visit <https://www.usps.com/business/online-postage.htm?>

On average, most users can complete the online label printing process in about 1-1/2 minutes.

Note: Your online label can be used only as it has been printed, without any alterations. If you find an error in your label, print a new label with the correct address and request a refund from the [Online Postage Refund page](#). Any item which has a manually altered online label will be returned to you. Your label may be reviewed or edited before printing. For additional information on how to print Click-N-Ship® labels [click here](#).

Customers can also access answers to frequently asked questions by visiting the US Postal Service website at [usps.com/customerservice/welcome.htm](https://usps.com/customerservice/welcome.htm).